

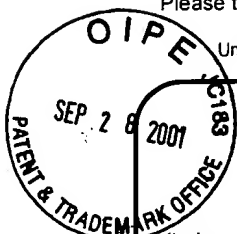
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TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	09/813663	
	Filing Date	March 19, 2001	
	First Named Inventor	Raleigh Burgess	
	Group Art Unit	2161	
	Examiner Name		
Total Number of Pages in This Submission		Attorney Docket Number	38045/199219

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment / Response <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input checked="" type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Assignment Papers (for an Application) <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): -Return Receipt Postcard -Form 1449 (2 Sheets) -27 Publications
Remarks		RECEIVED OCT 02 2001 Technology Center 2100

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Geoff L. Sutcliffe, Reg. No. 36,348
Signature	<i>Geoff L. Sutcliffe</i>
Date	September 24, 2001

CERTIFICATE OF MAILING			
I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231 on this date: <u>September 24, 2001</u>			
Typed or printed name	<u>Emily Guida</u>		
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Application Number	09/813663
Filing Date	03/19/2001
First Named Inventor	Raleigh Burgess
Group Art Unit	2161
Examiner Name	
Attorney Docket Number	38045/199219

Sheet 1 of 2

U.S. PATENT DOCUMENTS

Examiner Initials *	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code ² (if known)			
		5,111,391		Randall K. Fields, et al.	05-05-1992	
		5,289,368		Beauford B. Jordan, et al.	02-22-1994	
		5,325,292		Gary B. Crockett	06-28-1994	
		5,331,545		Hiroshi Yajima, et al.	07-19-1994	
		5,467,268		Elizabeth M. Sisley	11-14-1995	
		5,541,848		Michael McCormack, et al.	08-30-1996	
		5,615,121		Djangir A. Babayev, et al.	03-25-1997	
		5,737,728		Elizabeth M. Sisley, et al.	04-07-1998	
		5,826,236		Katsumi Narimatsu	10-20-1998	
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		5,907,829		Koji Kida	05-25-1999	
		5,911,134		Ronald Castonguay, et al.	06-08-1999	
		5,913,201		George A. Kocur	06-15-1999	
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		5,963,911		Paul Walker, et al.	10-05-1999	
		5,974,392		Yoshiei Endo	10-26-1999	
		6,014,760		Stephen Silva, et al.	01-11-2000	
		6,016,478		Qili Zhang	01-18-2000	
		6,049,775		Patricia A. Gertner et al.	4-11-2000	
		6,049,776		Joseph S. Donnelly, et al.	04-11-2000	
		6,092,048		Masaki Nakaoka	07-18-2000	
		6,101,481		Neil G. Miller	08-08-2000	
		6,112,243		Terry Downs, et al.	08-29-2000	
		6,170,011		Christopher Macleod Beck et al.	01-02-2001	

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FOREIGN PATENT DOCUMENTS

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		Office ³	Number ⁴	Kind Code ⁵ (if known)				

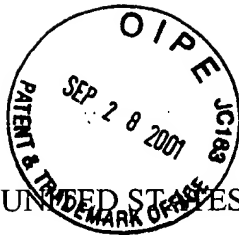
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¹ EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Raleigh Burgess

Serial No.: 09/813663

Examiner: Not Assigned

Filed: March 19, 2001

Group Art Unit: 2161

For: Systems and Methods for Providing Remote Support Via Productivity Centers

Commissioner for Patents
Washington, D.C. 20231

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INFORMATION DISCLOSURE STATEMENT

Dear Sir:

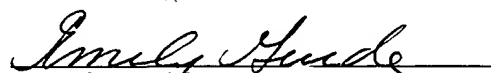
In accordance with Rules 56, 97 and 98 of the Rules of Practice in Patent Cases (37 C.F.R. §§ 1.56, 1.97, and 1.98), enclosed is a copy of the reference listed on the attached modified Form PTO-1449.

The undersigned does not concede that any of the identified materials constitute prior art within the meaning of the United States patent laws.

This Information Disclosure Statement is being filed before the mailing of the first Office Action on the merits (37 C.F.R. 1.97(b)(3)); therefore, no fee is believed to be required.

CERTIFICATE OF MAILING (37 CFR 1.8a)


I hereby certify that this correspondence, along with any paper referred to as being attached or enclosed, is being deposited with the United States Postal Service on this 24 day of September, 2001 with sufficient postage as first-class mail in an envelope addressed to the Commissioner for Patents, Washington, D.C. 20231.


Emily Guida

U.S.S.N.: 09/813633
Filed: March 19, 2001
Raleigh Burgess.

The Commissioner is hereby authorized to charge the applicable fees, if any, to Deposit Account
No. 11-0855.

Respectfully submitted,



Geoff L. Sutcliffe
Reg. No. 36,348
Attorney for Assignee

KILPATRICK STOCKTON LLP
1100 Peachtree Street, Suite 2800
Atlanta, Georgia 30309
404.815.6530

Attorney Docket No.: 38045/199219



The "Received" stamp of the Patent Office imprinted hereon will acknowledge receipt of:

Applicants:	Raleigh Burgess	
Application No.	09/813,663	Docket No.:
Filing Date	March 19, 2001	38045/199219

PAPERS SUBMITTED:

1. Transmittal Form (PTO/SB/21) in duplicate
2. Certificate of Mailing
3. Information Disclosure Statement
4. Form PTO 1449 (2 sheet)
5. 27 publications

By: Geoff L. Sutcliffe, Reg. No. 36,348
Date: September 24, 2001

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Application Number	09/813663
Filing Date	03/19/2001
First Named Inventor	Raleigh Burgess
Group Art Unit	2161
Examiner Name	
Attorney Docket Number	38045/199219

OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS

Examiner Initials *	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		"Good News..." Seventh Wave Technology, Brochure	
		"Managing the Challenge of SAP Basis," Seventh Wave Technology, Brochure, 1999	
		"SAP Advisory Alert: AMR Research: Defining the Future of Enterprise Applications, Technologies, and Trends," AMR Research, In October 7, 1999	

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